Vorsprung durch Technik

Audi Choice

Fair Wear and Tear Guide

Audi Choice
Guaranteed Future Value

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Audi Choice

You've taken the time to select the Audi that best reflects your aspirations and lifestyle. Naturally we understand that your Audi represents a valuable investment in a prestige brand and you seek to protect that investment. As you have decided to purchase the vehicle using Audi Choice, we would like to make you aware of some details surrounding the vehicle's required condition at return stage including in relation to the mechanics and the electrics through to the bodywork and the upholstery.

The Fair Wear and Tear Guide summarises the degree of deterioration judged to be reasonable at the end of an Audi Choice contract period. It is also based upon the nominated kilometres you have elected to travel.

Lack of attention to preventative measures, misuse or neglect are the main reasons vehicles experience excessive wear and tear, and this guide aims to provide you with a view of what we consider to be fair.

Audi Finance will contact you prior to the end of your Audi Choice contract to determine whether you will be returning the vehicle on the expiry date or otherwise. Audi Finance will then complete an assessment of your vehicle at that time.

Some suggestions to ensure that your Audi meets the Fair Wear and Tear expectations:

- Regular checks of the vehicle to identify any damage.
- Any irregular noises or change in performance should be taken to an authorised Audi dealership or authorised service provider.
- Ensure that your vehicle is serviced by an Audi dealer or authorised service provider in accordance with the manufacturer's handbook.
- General day to day maintenance (e.g. fluids, monitor tyre pressure and tread depth).
- Ensure any and all repairs are done by authorised repairers.
- Regularly clean the bodywork, upholstery and trim.
- Your Audi should not tow beyond its capacity.

Audi Choice: Fair Wear and Tear

Servicing and Documentation

Regular maintenance and servicing should be carried out by an Audi dealer or authorised repairer that will follow the manufacturer's guidelines, using approved service parts and lubricants only. Any defects or damage that occur during normal vehicle use should be rectified as soon as practical. The vehicle's instruction book, including the full service record and any other documents relating to vehicle equipment are your responsibility and must be intact and available. All documents must be in the vehicle on its return to Audi Finance including any radio codes.

Appearance

Regular cleaning of both the interior and exterior of the vehicle is required. The vehicle should be returned at the end of your contract in a suitably clean condition to allow proper inspection of the paint, body and interior.

Additional Equipment

Accessories such as car telephones that have been installed are to be removed, and any holes or damage should be made good to a professional standard. All standard equipment, together with non-standard or 'customised' fittings originally supplied, must be returned at the end of the contract period.

Badges and Labels

Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed, with any damage caused by their attachment or removal made good. Any paintwork colour fade due to the attachment of advertising would be chargeable to the user. Advertising should never be painted directly onto the vehicle.

Keys and Security

A full set of keys should be available along with a note of their numbers. Return of the master key which controls the vehicle's engine management system is mandatory. If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system should be fitted according to a recognised standard.

Body Damage

Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch or mis-alignment between panels is unacceptable.

Dents

Minor dents (20mm in diameter) are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. Multiple dents occurring on a single panel (no matter how small) are unacceptable, and the panel should be repaired or replaced.

Acceptable

Unacceptable

Paintwork

Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, relative to the vehicle's age and mileage, as long as they have not penetrated through to the base metal and caused corrosion. If stone chippings have penetrated through the metal, suitable touching up should be carried out immediately to prevent further paint deterioration. Exterior paintwork should be free from major abrasions (more than 25mm in length) such as paint damage caused by continual use of automatic car-washing, and have good gloss and colour. Colour mismatch between panels, or poorly fitting panels, are unacceptable. All repairs to the bodywork must be suitably re-rust proofed up to the manufacturer's recommended standards. Bird excrement should be immediately removed.

Acceptable

Unacceptable

Bumper Sections and Rubbing Strips

Provided these are not broken, cracked or deformed a limited amount of scuffing and score marks is acceptable.

Window Glass

Cracks or damage within the driver's sight line are not acceptable and would require windscreen replacement. If relatively minor, repair using resin impregnation to motor registry standards is acceptable. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. The windscreen must be able to pass a roadworthy inspection.

Lamp Glasses and Lens

All lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers or lamp units are not.

Interior Trim

The interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible. Stitching that has come apart is unacceptable and needs to be repaired.

Acceptable

Unacceptable

Luggage Area

Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split.

Door Opening Tread Area

A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn.

Controls

All original controls must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, preferably of the same manufacture as the original, should be fitted. All odometer alterations must be reported and unauthorised odometer changes are unacceptable. Information stored in GPS/Satellite Navigation Systems should be deleted. Missing parts and items will be for your account.

Rubber Seals

Normal wear will cause a certain amount of damage and splits to rubber door and other seals, but any evidence of neglect or misuse is unacceptable. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

Underside

Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally, as significant damage or distortion to chassis components is not acceptable.

Exhaust System

The system should be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in undamaged condition. The exhaust system should be in a condition to meet motor registry requirements in all aspects, particularly if fitted with a catalytic converter. CAT failure is unacceptable and preventable through:

- Using the correct fuel.
- Regular servicing and maintenance.
- Immediately investigating any poor running symptoms.
- Not tow or clutch starting (for manual transmission) of the vehicle.

Oil Leaks

Any serious oil leakage should be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil drips are not present.

Wheels and Wheel Trims

Dents or damage to the rim or main body of the wheels are not acceptable. All four wheel trims must be intact, with no more than minor scuffing due to everyday use. If mudflaps are standard equipment they must be intact and properly attached. The spare wheel, jack and appropriate wheel tools must be stowed properly and in good working order.

Acceptable

Unacceptable

Tyre Wear and Damage

All tyres, including the spare, must meet motor registry requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating. There should be no obvious damage to sidewalls or tread caused by 'kerbing' or other heavy misuse.

Unacceptable

Mechanical Condition

Regular servicing and maintenance through an Audi dealer or authorised repairer and in accordance with the vehicle manufacturer's servicing programs should keep the vehicle in sound mechanical condition. The following examples are conditions usually caused by vehicle neglect or misuse.

Brakes

Brake discs must not be grooved as a result of metal to metal contact.

Engine

The engine must not be seized due to running vehicle with insufficient coolant, lubricating oil and with broken internal components.

Transmission

There must not be any slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

Battery

The battery must be capable of being charged and operate efficiently in all aspects.

Fair Wear and Tear Guide Summary

These descriptions relate to passenger vehicles having travelled less than 100,000 kilometres. Wear and tear commensurate with higher kilometres, commercial and heavy duty usage will generally apply. If any of the items below are not acceptable as a fair wear and tear item, these will need to be rectified and may be recharged.	**Acceptable Fair Wear and Tear**
General	
▸ Missing Service Manual, Owner's Manual	No
▸ Missing keys or security system remote (if applicable)	No
Equipment	
▸ Missing/damaged cigarette lighter, knobs, trims, aerials	No
▸ Missing/damaged tools, jack	No
▸ Information stored in GPS/Satellite Navigation systems should be deleted	No
Glass	
▸ 1 or 2 minor chips, bullseyes and stars (not in field of vision)	Yes
▸ Major chips, bullseyes and stars (and minor chips in field of vision)	No
▸ Non-operational or cracked/broken headlights or lenses	No
Tyres	
▸ Unroadworthy	No
▸ Missing spare tyre	No

Wheel Trims (including hubcaps)

Missing, split, badly disfigured, heavy scuffing	No
Minor scuffing	Yes

Interior - trim/upholstery/carpets/controls

Screw holes from car phone removal	No
Seats/trim - burnt, cut, holed, ripped, visible repairs	No
Soiling to seats and carpets - caused by normal use	Yes
Permanent soiling to seats and carpets - caused by abuse, spills, grease, etc.	No
Rips, cuts, marks, splits to trim and controls	No
Normal odours, tobacco smells	Yes
Missing or inferior quality replacement controls	No
Torn or split luggage area trim panels and floor coverings	No

Paint/Body

Minor scratching - less than 25mm in length and shallow, 2 per panel	Yes
Major scratching - more than 25mm in length and deep	No
Minor touch ups or minor flaking	Yes
Prominent touchups, spoils from bird/tree droppings, major flaking	No
Evidence of poor repairs, colour mismatch, mis-alignment between panels	No
Major abrasions - more than 25mm, signs of constant use of automatic car wash	No
Dents - greater than 20mm diameter or paint surface penetration	No
Dents - less than 20mm diameter, no paint surface penetration	Yes
Hail damage, buckling, distortion, missing badges	No
Minor stone chipping on bonnet, lower doors, wheel guards	Yes

▸ Prominent areas of major stone chipping	No
▸ Un-repaired or poorly repaired aerial holes (or aerial must be left in place)	No
▸ Damage caused to the vehicle due to the attachment or removal of decals/stickers	No
▸ Damage to paintwork from bird and bat droppings	No
Mouldings/Grille/Bumpers/Mudflaps	
▸ Minor parking damage - scuffing, light scratches	Yes
▸ Medium damage - divots, gouging, minor dents, cracks	No
▸ Major damage - rips, major dents, distortions, holes	No
▸ Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicle	No
Underbody	
▸ Minor dents and deformations	Yes
▸ Major impact damage	No
▸ Exhaust leaks which are the result of visible damage to the exhaust system	No
Mechanical Condition	
▸ Failure to service and maintain the vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g. engine seizure, metal to metal brakes, transmission failure)	No

* Audi Finance is a trading name of Volkswagen Financial Services Australia Pty Limited ABN 20 097 071 460, Australian Credit Licence 389344. This guide has been prepared using the statement of the interpretation of Fair Wear and Tear Guidelines published by the Australian Fleet Lessors Association (AFLA).

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